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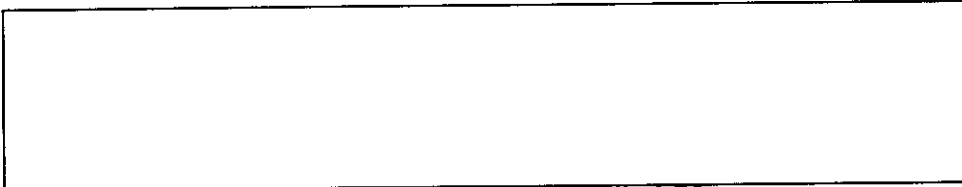
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The purpose of this modification is to add the following:

Section B:

The original Section B dated 12/5/2008 (Mod M002) is hereby deleted and replaced with the attached revised Section B. Section B incorporates the following:

1.



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2. New sites for Detroit, MI, Dallas, TX and Minneapolis, MN

3. A supplies and equipment sub-CLIN to Task 8

Section C:

Description/Specifications/Statement of Work shall include other direct costs language in Section C.4.6.1, after the first paragraph to read "Other Direct Costs (ODC's) include costs other than materials, direct labor, and indirect costs. ODC's shall include shipping/materials handling costs, truck rentals, and other costs not covered in other parts of the contract. Additionally, include language to read "Supplies and materials may include, but are not limited to, items contained in the Critical Forms and Supplies" originally provided in attachment J – List of Attachments.

Section C.11 shall include the attached additional position descriptions for the additional labor as applicable. Insert pages 183a through 183w.

Section J:

The Addendum to Appendix B of the original cost proposal is hereby modified to include the rate table for all labor categories including the new sites at the base the base rate, overtime, 2nd shift, and 3rd shift differentials and hereby incorporated in Section J – List of Attachments, Attachment 3.

The new total contract value shall not exceed \$641,876,580.78.

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SECTION B SUPPLIES OR SERVICES AND PRICE/COSTS

SECTION B
SUPPLIES OR SERVICES AND PRICE/COSTS
B.3 SCHEDULE OF PRICES
B.3.1 BASE YEAR

TIME AND MATERIAL, LABOR HOUR

CUN	DESCRIPTION	ESTIMATED HRS PER MONTH	UNIT	UNIT RATE	TOTAL PRICE
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9002 Reserved

9002 Task 2 - National Passport Center Operational Support

Total per month

Total Price per month times 12 months

9003 TRAVEL

LT

50,000.00

9004 Task 3 - Agency and Headquarters Operational Support
Boston Passport Agency

Total per month

Total Price per month times 12 months

9004 Task 3 - Agency and Headquarters Operational Support
Chicago Passport Agency

Total per month

Total Price per month times 12 months

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SECTION B
SUPPLIES OR SERVICES AND PRICE COSTS

TIME AND MATERIAL, LABOR HOUR

B4

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SECTION II

SUPPLIES OR SERVICES AND PRICES/COSTS

TIME AND MATERIAL, LABOR HOUR

B4

SECTION B

SUPPLIES OR SERVICES AND PRICES/COSTS

SECTION 0
SUPPLIES OR SERVICES AND PRICES/COSTS
2.3 SCHEDULE OF PRICES
2.3.1 BASE YEAR

TIME AND MATERIAL LABOR HOUR

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SECTION B

SUPPLIES OR SERVICES AND PRICE/COSTS

TIME-AND-MATERIAL, LABOR HOUR

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SECTION B SUPPLIES OR SERVICES AND PRICES/COSTS

SECTION B
SUPPLIES OR SERVICES AND PRICES/COSTS
SCHEDULE OF PRICES
BASE YEAR

TIME-AND-MATERIAL, LABOR HOUR

CLIN	DESCRIPTION	ESTIMATED HRS PER MONTH	UOI	UNIT RATE	TOTAL PRICE
0009	TRAVEL		LT		150,000.00

0010 Task 6 - Charleston Passport Center Operational Support

Total per month

Total Price per month times 12 months

0011 TRAVEL

LT

0012 Task 7 - New Orleans Passport Center Operational Support
Labor Category

Total per month

Total Price per month times 12 months

0013 TRAVEL

LT

50,000.00

ESTIMATED SUB-TOTAL TIME-LABOR-HOUR

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SECTION B SUPPLIES OR SERVICES AND PRICES/COSTS

SECTION B
SUPPLIES OR SERVICES AND PRICES/COSTS
B.3 SCHEDULE OF PRICES
B.3.1 BASE YEAR

TIME AND MATERIAL, LABOR HOUR

CLIN	DESCRIPTION	ESTIMATED HRS PER MONTH	UNIT	UNIT RATE	TOTAL PRICE
COST PLUS FIXED FEE					

CLIN	DESCRIPTION	ESTIMATED COST	FIXED FEE	TOTAL ESTIMATED COST PLUS FIXED FEE
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B014 TASK 8 - Passport System Purchasing Supply Program
Other Labor

				TOTAL ESTIMATED
				COST PLUS FIXED FEE
ESTIMATED SUB-TOTAL OFF				
TOTAL ESTIMATED FOR THE BASE YEAR				

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SECTION B

SUPPLIES OR SERVICES AND PRICES/COSTS

TIME AND MATERIAL, LABOR HOUR

5005	TRAVEL	LT	\$2,000.00
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	Total per month
	Total Price per month thru 12 months

Total per month

Total Price per month (times 12 months):

11

SECTION II

SUPPLIES OR SERVICES AND PRICES/COSTS

~~THIS IS MATERIAL, LABOR MOUNT~~

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SECTION B
SUPPLIES OR SERVICES AND PRICES/COSTS

TIME AND MATERIAL, LABOR HOUR

1006 Task 3- Agency and Headquarters Operational Support

Task 2: Agency and Headquarters Operational Support.

2026 Task 3 - Agency and Headquarters Operational Support
Memphis Passport Agency

10pm Task 3 - Agency and Headquarters Operational Support
How Task Entered Agency

100K Task 2 - Agency and Headquarters Operational Support
FBI/DOJ Passport Agency

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SECTION B
SUPPLIES OR SERVICES AND PRICES/COSTS

B.4 SCHEDULE OF PRICES

B.4.1 FIRST OPTION YEAR

TIME-AND-MATERIAL, LABOR-AND-OR

1006 Task 3 - Agency and Headquarters Operational Support
San Francisco Flight Agency

1063 Table 3 - Agency and Headquarters Operational Support
Seattle Support Agency

1004 Task 3 - Agency and Headquarters Operational Support
Headquarters Program Agency

1064 Task 5: Agency and Headquarters Operational Support
Classification: UNCLASSIFIED

1004 Task 8 - Agency and Headquarters Operational Support

EAQ.NM403D0051, ModRev: 01/0003:

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SECTION II

SUPPLIES OR SERVICES AND PRICES/COSTS

TIME AND MATERIAL, LABOR HOUR

	Total per month
Total Price per month times 37 months	

Task 4 - Architectural Design Support for Passenger Service Facilities

Total per month

Total Price per month shows 12 months

Task 5 - Business Project: Supply & Training

Total Price per month times 12 months

1010 Task 5 - Charleston Passport Center Operational Support

SECTION B

SUPPLIES OR SERVICES AND PRICES/COSTS

TIME AND MATERIAL, LABOR HOUR

[illegible]

4

58,001.00

Total Price per receipt given to students
 Total per month

Total per month

Total Price per graph: \$12.50

LT

SILVER, 00

ESTIMATED SUB-TOTAL YEAR-LASSEN RISK

[illegible]**ESTIMATED SUB-TOTAL OFF:****TOTAL ESTIMATED FOR OPTION YEAR ONE**

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SECTION B SUPPLIES OR SERVICES AND PRICES/COSTS

TIME-AND-MATERIAL, LABOR HOUR

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SECTION B SUPPLEMENT ON SERVICES AND FREIGHT COSTS

TIME AND MATERIAL, LABOR HOUR.

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SECTION 8 SUPPLIES OR SERVICES AND PRICES/COSTS

TIME AND MATERIAL LABOR HOUR

2854	Task 5 - Agency and Headquarters Operational Support Philippine Transport Agency
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SECTION 8
SUPPLIES OR SERVICES AND PRICE/COSTS

TIME AND MATERIAL, LABOR HOUR

B4

SECTION 2

SUPPLIES OR SERVICES AND PRICES/COSTS

TIME-AND-MATERIAL, LABOR HOUR

2208 Task 5: Agency and Headquarters Operational Support
Stanley Associates, Inc. - PHAO

2005	TRAVEL	LT	150,000.00
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1967	YARVEL	17	September
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ZNS TRAVEL LT 19 JUN 70

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SECTION B
SUPPLIER OR SERVICES AND POCERBOOTS

TIME AND MATERIAL, LABOR HOUR

2012 Test 7 - New Orleans Passport Center Operational Support
Labir Cerny

2013	TRAVEL	LT	50,000.00
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COST PLUS FIXED FEE**2014** **TABLE 8 - Participant System Purchasing Supply Breakdown**

TOTAL ESTIMATED FOR OPTION YEAR TWO.

SECTION B SUPPLIES OR SERVICES AND PRICES/COSTS

~~TIME AND MATERIAL, LABOR HOUR.~~

B4

SECTION B
SUPPLIES OR SERVICES AND PRICES/COSTS:

TIME AND MATERIALS, LABOR HOUR

B4

SECTION B SUPPLIES OR SERVICES AND PRICES/COSTS

TIME AND MATERIAL LABOR HOUR

B4

SECTION B

SUPPLIES OR SERVICES AND PRICES/COSTS

SUPPLIES OR SERVICE AND PRICE/COSTS:

B.6 SCHEDULE OF PRICES
B.6.1 THIRD OPTION YEAR

TIME AND MATERIAL, LABOR HOUR

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SECTION B SUPPLIES OR SERVICES AND PRICES/COSTS

SECTION B
SUPPLIES OR SERVICES AND PRICES/COSTS
B.6 SCHEDULE OF PRICES
B.6.1 THIRD OPTION YEAR

TIME AND MATERIAL, LABOR HOUR

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SECTION 5 SUPPLIES OR SERVICES AND PRICELISTS

TIME AND MATERIAL, LABOR HOUR

DATE TIME . 13 50.0000

Total per month

Total Price per month times 12 months

3038 TROTT: 17 10,000.00

ESTIMATED FULL-TIME TRAIL-LABOR HOUR

ITEM	DESCRIPTION	ESTIMATED COST	FIXED FEE	TOTAL ESTIMATED COST PLUS FIXED FEE
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1014 **TSAES - Passport System Purchasing Supply Program**

<p>ESTIMATED FIRM TOTAL CNY</p>	
<p>TOTAL ESTIMATED FIRM OPTION YEAR THREE</p>	

TOTAL ESTIMATED FOR OPTION YEAR THREE

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SECTION B SUPPLIES OR SERVICES AND PRICES/COSTS

SECTION B
SUPPLIES OR SERVICES AND PRICES/COSTS
B.7
B.7.1
ESTIMATE OPTION YEAR

TIME AND MATERIAL, LABOR HOUR

CLIN	DESCRIPTION	ESTIMATED HRS PER MONTH	DCI	UNIT RATE	TOTAL PRICE
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4002 Task 2--National Passport Center Operational Support
Labor Category

Total per month

Total Price per month times 12 months

4003 TRAVEL

IT

50,000.00

4004 Task 3--Agency and Headquarters Operational Support
National Passport Agency

Total per month

Total Price per month times 12 months

4005 Task 3--Agency and Headquarters Operational Support
Colorado Passport Agency

Total per month

Total Price per month times 12 months

4006 Task 3--Agency and Headquarters Operational Support
Colorado Passport Agency

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SECTION 3 SUPPLIES OR SERVICES AND PRICES/COSTS

TIME AND MATERIAL LABOR HOUR

B4

SECTION 8 SUPPLIES, SERVICES AND RECREATION

TIME AND MATERIAL, LABOR HOUR

4004 Task 3 - Agency and Headquarters Operational Support
Los Angeles AIRCRAFT CENTER

Task 3 - Agency and Headquarters Operational Support
Below are our first efforts

4994 **Topic 3: Agency and Nontraditional Operational Support**4264 Task 2: Agency and Headquarters-Provided Support

4004 Task 3 - Agency and Headquarters Operational Support
Responsible Personnel: ARMY.

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SECTION B

SUPPLIES OR SERVICES AND PRICES/COSTS

TIME AND MATERIAL, LABOR HOUR

4804 Title: E. Agency and Headquarters Operational Support
for Freedom of Access to Clinic Entrances

0004 Test 5 - Agency and Manufacturer Operational Support Sample Product Answer

0804 Task 3 - Agency and Headquarters Operational Support4004 Task 3 - Agency and Headquarters Operational Support**0004 Task 3: Agency and Headquarters's Operational Support**

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SECTION B:
SUPPLIES OR SERVICES AND PRICES/COSTS

TIME AND MATERIAL, LABOR HOUR

Task 3 - Agency and Headquarters Operational Support
Weekly Assignments SAs - PMO

1985	TRAVEL	LT	150,000.00
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4017 TRAVEL LP 50,000.00

0000	TRAVEL	17	150,000.00
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SECTION C DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

TITLE: PSA Agency Support Clerk (PSA II)

CLASSIFICATION: NON-EXEMPT

I. POSITION SUMMARY

Under the direct supervision of the Contract Administrative Officer(s), performs stacking, inventory, procurement and delivery of consumable supplies including mailers, processing documents, and miscellaneous office supplies. Drive loading dock capable truck between facilities to transport various items as required. Assists with the movement, delivery, and storage of applications in process for any departments or buildings as required. Deliver supply requests for all departments as required. Accept all facility deliveries from vendors, postal service, and express mail companies. Maintain an up to date inventory of all required processing material and procure inventory shortages as necessary. Individual must have the ability to keep a viable inventory of all required material; order, receive and store required material; deliver items to individual workstation. Assist Administrative Officer(s) in monthly inventory reports and procurement processes.

II. ESSENTIAL FUNCTIONS

Delivery of consumable supplies:

- Keep an inventory of all necessary processing materials.
- Deliver Consumables to staff members and departments as required.
- Update Administrative Officer of required replacement supplies, equipment, etc. to facilitate ordering.
- Receive, store and track supply deliveries.
- Operate lifting and moving equipment (eg: fork lift, carts, etc)
- Administer the NPC Supply network.

Work Load Delivery:

- Move work items throughout the work areas.

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SAQMMA08D0051, Modification M003

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SECTION C DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

- Establish and maintain support and supply procedures.
- Deliver mail to designated departments/employees as required.
- Operate loading dock capable truck for delivery of work/supplies between facilities as required.

Mail and Delivery Management:

- Coordinate mail and prepare for deliveries and shipments as required.
- Accept all postal service and express mail deliveries.
- Accept all loading dock deliveries.
- Maintain storage areas for easy retrieval and inventory.
- Maintain organization of loading dock to ensure easy deliveries and shipments as well as safety.

MISCELLANEOUS

- Assist in other administrative and support tasks as assigned by the Administrative Officer(s).

MINIMUM KNOWLEDGE/SKILLS/EXPERIENCE REQUIREMENTS

- High School degree or equivalent (Experience in Supply and Mail management).
- Two (2) years of computer experience using a word processing programs.
- Two (2) year of office experience (3 preferred).
- Background in procurement, inventory and storage.
- A basic understanding of postal regulations.
- One (1) year of computer experience obtaining information from a personal computer.
- Two (2) years of experience working in an environment involving PC hardware and software, including LAN's and WAN's (desired).
- Data entry ability.
- Experience with Fax and e-mail.

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SECTION C DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

IV. MENTAL DEMANDS

- Ability to operate lifting equipment. Ability to operate moving truck with loading dock capability and lift gate.
- Ability to perform repetitive tasks such as: lifting, standing, sitting, reaching, twisting, sealing envelopes, filing, and reading.
- Ability to work in one place and transverse the office on a continuing basis.
- Ability to lift and transport up to 50 lbs and push large carts.
- Attention to detail.
- Ability to relate to others on staff in a friendly, courteous, and business - like manner, in a highly stressful environment.
- Have analytical and evaluative capabilities.
- Be able to quickly assimilate information and make valid decisions.
- Ability to learn and apply information about the passport application procedures and the laws and regulations pertaining to passport requirements.

V. PHYSICAL DEMANDS

- Read rapidly from both paper and a computer terminal.
- Manual dexterity in the use of word processing equipment.
- Capable of doing daily clerical repetitive tasks.
- Good hand to eye coordination.
- Ability to operate loading dock capable truck for movement of work and/or supplies between facilities as required.

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SECTION C DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

VI. REQUIRED SECURITY

- NCIC/NAC clearance
- U.S. Citizenship

TITLE: PSA 4 SPANISH LIAISON

CLASSIFICATION: NON-EXEMPT

I. POSITION SUMMARY

Under the supervision of the Customer Service Supervisor(s), act as a liaison between the Agency and our Spanish speaking customers regarding the status of their passport applications. Assist with all phone calls with Spanish speaking applicants. Assist in translating Spanish documents as required in the department or other departments. Staying within the framework of the Privacy Act, commit to providing service excellence. The PSA 4 Spanish Liaison shall perform all required tasks associated with the needs of our Spanish speaking customers. In addition any of the following tasks may also required: type Department of State Letters (DSLs) to customers informing them of the current status and/or information required for issuance of their passport; maintain all application suspense and abandon letter files; match incoming correspondence to pending applications; create Applicant Response batches into the Travel Document Issuance System Photo Digitization (TDIS-PD); assemble applications and responses for ease of processing; perform searches as requested for customer applications and/or documents and use troubleshooting skills in connection with information given by the TDIS-PD inquiry screens to resolve problems. The Customer Service Clerk must be able to perform these duties in Spanish to accommodate our Spanish-speaking customers.

II. ESSENTIAL FUNCTIONS

- Provides information over the telephone in English and/or Spanish to passport customers on the status of their applications pending in process at the Agency.
- Translate Spanish documents as required.
- Assist other departments with any issues requiring the ability to speak and/or read Spanish.

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SECTION C DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

- Provides information and support to all Department of State Passport agencies, acceptance agents and the National Passport Information Center (NPIC).
- Ensures response time to applicant requests for information falls within guidelines required by Passport Services.
- Performs duties associated with the Expedite Fee program as required, which includes taking information in English and/or Spanish for invoiced requests, preparing express mail (if requested), searching, updating text in TDIS-PD, calling customers directly to converse in English and/or Spanish for any suspense problems and typing correspondence on an urgent basis if unable to contact by telephone.
- Able to access database to obtain information about status of applications within the passport process.
- Ability to problem solve in order to search out and locate applications and documents.
- Maintains the suspense and abandoned application files.
- Matches incoming correspondence with applications in the suspended application files. Must be able to read fluently in Spanish to comprehend responses and/or documents written in Spanish.
- Assembles suspended applications and creates applicant response batches for further passport processing.
- Required to actively participate with teams for continuous quality improvement and production workflow.
- Willingness and knowledge required to assist in other areas of passport production as needed.
- Willingness to work as part of a team.
- Perform other tasks as requested by the Customer Service Supervisor.
- Must assist in training employees for the essential job functions.
- Maintains constant awareness of all aspects of internal security including adherence to the restricted area policies, logging off computer terminals when not in use and securing work at the end of the workday.
- Adheres to the Federal Privacy Act Laws.

III. KNOWLEDGE/SKILLS/EXPERIENCE

- High School degree or equivalent.
- Fluent in Spanish (both speaking and reading).

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SECTION C DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

- A minimum of one (1) year of professional customer service experience.
- A minimum of one (1) year of general office experience.
- Proven ability to communicate effectively on the telephone.
- One (1) year computer experience obtaining information from a CRT or PC (desired).
- Experience with FAX and e-mail communications (desired).
- Demonstrated excellent written and verbal communication skills.
- Ability to prioritize and organize workload.

IV. MENTAL DEMANDS

- Ability to perform and maintain emotional stability in a highly stressful environment.
- Ability to learn and apply information about the passport application procedures and the laws and regulations pertaining to passport requirements.
- Ability to relate to others on staff in a friendly, courteous, and business like manner; in a highly stressful environment.
- Attention to details.

V. PHYSICAL DEMANDS

- Enunciate understandably on the telephone in both English and Spanish.
- Read rapidly from both paper and computer terminal.
- Excellent telephone listening and verbal communication skills.
- Capable of doing daily clerical repetitive tasks.
- Ability to lift and carry 30 lbs.

VI. REQUIRED SECURITY CLEARANCE

- NCIC/NAC clearance
- U.S. Citizenship

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SECTION C DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

TITLE: ASSISTANT OPERATIONS MANAGER

CLASSIFICATION: EXEMPT

LOCATION: NATIONAL PASSPORT CENTER, PORTSMOUTH, NH

I. POSITION SUMMARY

The Assistant Operations Manager shall directly support the Contractor Operations Manager in the management of all aspects of contractor-provided support services at the National Passport Center (NPC) and ensure the flow of operations between all contractor-staffed positions.

II. ESSENTIAL FUNCTIONS.

- Directly reports to the Contract Operations Manager.
- Supports the Operations Manager in organizing, directing, and coordinating of planning and production of all contract support activities for the NPC.
- Ensures the flow of operations between all contractor-staffed positions.
- In coordination with the Operations Manager, provides daily feedback on workflow and future projections to the senior Government personnel at the Facility.
- Supports the Operations Manager in providing studies and evaluations for DoS.
- Demonstrates excellent communications skills with all levels of management and interfaces with Government Personnel.
- In coordination with the Operations Managers, implements the Management Plan and Corporate Quality Control policies to effectively direct contract support activities.
- Ensures satisfactory conformance with contract provisions and performance metrics. In coordination with the Operations Manager, assigns, schedules, and reviews work of supervisory staff.
- Assists with Sub-contractor management.
- Supports the Operations Manager in interpreting policies, purposes, and goals of the organization for subordinates and the monitoring of contractual expenditures budgets.

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SECTION C DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

- Assists with budget management, forecasting and tracking of T&M contract.
- Supports the development and maintenance of succinct reporting methodology to ensure the Government personnel, Contracting Officer, and CA/PPT headquarters are informed of contractual performance.
- Aids in coordinating activities with all other sections of the facility to obtain information to facilitate administration.

III. KNOWLEDGE/SKILLS/EXPERIENCE REQUIRED:

- A Bachelor's degree from an accredited university or college.
- Minimum of ten (10) years of progressive management experience in a tangible goods production environment.
- Minimum of seven (7) years of management/supervisory experience at a company or facility of the size and scope of the NPC.
- Ability to prepare management, business, technical, and personnel reports, reviews and documents for internal and external use.
- Excellent communication skills, in writing and verbally.
- Excellent interpersonal skills.
- Experience with administering government contracts.
- Knowledge of New Hampshire Labor and Health requirements and Department of Employment Security.
- Experienced in administering government contracts. (Preferred)
- Experienced in the use of a PC for word processing, data entry, and report development.

IV. MENTAL DEMANDS

- Ability to perform professionally in a highly stressful environment.
- Attention to detail oriented.
- Ability to perform multiple tasks and coordinate activities.
- Ability to negotiate with multiple vendors for procurement of products.
- Ability to coordinate with multiple people, departments, and employees at the same time.

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SECTION C DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

- Ability to multi-task.
- Ability to comprehend and apply laws and regulations.
- Able to maintain good working relationships with others.
- Ability to analyze data and draw sound conclusions.
- Ability to communicate with all levels of management and execute directions with no assistance.

V. PHYSICAL DEMANDS

- Excellent listening and verbal communication skills, in person and on the telephone.
- Ability to lift and carry 30-50 pounds.
- Ability to lift and carry up to 15 pounds continuously for 15-30 minutes at a time.
- Ability to walk and stand for long periods during workday.

VI. REQUIRED SECURITY

- SECRET Clearance.
- U.S. Citizenship

Staff Assistant – (HQ)

Classification: Non-Exempt

Clearance Required: Secret to start, and Top Secret to be obtained, credit, social and education verification check

Education: 4 yr. College degree

Citizenship: U.S. Citizenship Required.

Required:

- Minimum of two (2) year's experience in an office environment.
- Ability to adapt to changes in procedures and assignments.
- Demonstrated ability to prioritize and organize simultaneous work flow duties.
- Proven ability to type 50 wpm with minimal mistakes.
- Ability to review and analyze written materials and make recommendations for action
- Ability to establish working relations at all organizational levels
- Strong written and oral communications skills

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SECTION C DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

- Strong organizational skills
- Intermediate level of ability with MS Office Suite and other word processing software

Preferred:

- Prior experience supporting an Executive level office.
- Two years experience in document management, preferably for a legal dept. or office

Position Summary:

The position is located in the Office of the Passport Services Headquarters. The incumbent serves as the Staff Assistant in CA/PPT responsible for coordinating the large volume of information (i.e., memoranda, briefing papers, policy papers, taskers, etc.) coming into the directorate and for providing administrative support to the Office Directors and the other units within the Managing Director's office.

Job Functions:

- Reviews incoming documents and takes appropriate action/distribution within the Directorate.
- Track and monitors the status of memoranda, correspondence and taskers within CA/PPT.
- Reviews outgoing documents for proper format, consistency, grammatical accuracy, completeness and clarity and makes corrections or returns to originator for changes.
- Drafts routine correspondence for signature of the Deputy Assistant Secretary, Managing Director or Headquarters Manager
- Informs CA/PPT personnel of overdue items, upcoming deadlines, and format and Department procedures for processing documentation
- Responds to inquiries concerning the status of pending taskers
- Attends CA/PPT staff meetings
- Assist with travel arrangements
- Prepares briefing materials and compiles reports
- Prepares written communications using a variety of software, i.e. PowerPoint, Visio, Publisher, Excel, etc.
- Provide support to other projects or tasks as required

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SECTION C DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

CUSTOMER SERVICE ASSISTANT (AGENCY)

Classification: Non-Exempt

Clearance Required: Public Trust, credit, social and education verification check.

Citizenship: U.S. Citizenship Required

Education/Experience: High School Degree required, College Degree Preferred

Required:

- Basic Microsoft Office (Word, Excel, Outlook).
- Proven ability to communicate effectively over the telephone.
- Minimum of two (2) years of computer experience with obtaining information from a CRT.
- Experience with E-Mail and FAX communications.
- Demonstrated excellent written and verbal communication skills.
- Ability to comprehend Passport laws and regulations.
- Ability to prioritize workload and possess excellent organizational skills.
- Ability to analyze data and make sound recommendations

Preferred:

- At least one year experience as a Passport Support Associate, Level 1 or 2
- Minimum of three (3) years of general office experience involving document examination.
- Demonstrated capability to analyze facts, evaluates information, and draw conclusions.

Position Summary:

Under the direction of the Contract Supervisor and the Passport Agency Customer Service Manager (CSM), provide general administrative support for customer service office activities and act on requests from CSM, acceptance facility agents, NPIC, HQ and others.

Essential Functions:

- Maintain acceptance facilities database and binders.
- Photocopy Acceptance Agent and Congressional newsletters and coordinate folding/stuffing/sealing/mailout.

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SECTION C DESCRIPTION/SPECIFICATIONS/STATEMENT OF WORK

- Distribute newsletters and any other correspondence to staff.
- Photocopy materials as needed and coordinate preparation of training packets for acceptance agent seminars.
- Prepare and mail Certificates of Attendance for those acceptance agents who attend our training classes.
- Perform Mail Open/Data Entry functions as needed for "attention: CSM" applications.
- Contact those acceptance facilities that bypass the lockbox provider without authorization.
- Locate applications requested by other agencies.
- Photocopy application and attachments, fax as requested, set up application to be abandoned and forward hard copies to requesting agency.
- Collect and record survey responses.
- Ability to learn and recall information about passport application procedures and the laws and regulations pertaining to passport requirements.
- Identify and takes initiative to report trends or patterns in the volume or nature of inquiries handled.
- When not directly assisting CSM, serve as a member of NPIC search team.
- Relieve agency receptionist at lunch/breaks to answer administrative telephones.
- Maintains composure and objectivity in highly stressful situations and in dealing with multiple inquiries.
- Able to effectively communicate with a wide variety of people and agendas.
- Accurately read information from a CRT screen.
- Excellent telephone listening and verbal communication skills.
- Maintains flexibility to learn.
- Assist with special projects as they arise.

SUPPLY SPECIALIST – FULL TIME POSITION

I. POSITION SUMMARY

This person will serve as an assistant to and under the direct supervision of the Task Manager. Ideal candidate will have exceptional customer service skills and will need to be comfortable answering the phones. This person will maintain several databases and will need to be familiar with all MS Office Programs. In addition applicant will package, tape, address, palletize, and load multiple boxes and packages for shipment, accept any incoming shipments and any other duties as required.

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IV. ESSENTIAL FUNCTIONS (50% Administrative, 50% Shipping)

- Handle any incoming phone calls. Make outgoing phone calls as necessary and provide exceptional customer service.
- Request quotations from vendors, performing bid and vendor analysis and competitively bidding purchases.
- Maintain several databases including a specialized custom built purchasing / critical supply system.
- File daily form order requests and purchasing paperwork.
- Track critical supply orders via the Internet, vendor contact, etc.
- Fill shipping containers with pre-determined amounts of Passport Applications and prepare them for shipment.
- Utilize various shipping software systems to lookup and update addresses, print and adhere shipping labels to each container.
- Palletize containers for pickup.
- Help load containers into pickup vehicles.
- Accept any incoming shipments by trucking companies, FedEx, UPS etc.
- Maintain safe work environment by removing debris.
- Any additional administrative support / other duties as required.

IV. KNOWLEDGE/SKILLS/EXPERIENCE

- 2 or 4 year college degree preferred.
- Customer service experience.

IV. MENTAL DEMANDS

- Ability to relate to others in a friendly and courteous manner.
- Attention to details.
- Must be reliable.
- Must be flexible and willing to learn.

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V. PHYSICAL DEMANDS

- Capable of doing daily physical repetitive tasks.
- Ability to lift and carry 50 lbs.

VI. HOURS

- 8:00 a.m. – 5:00 p.m. Monday thru Friday (Normal Hours).

Passport Operations Associate – (Agency)

Position Summary:

Under the direction of the Contract Processing Supervisor, Agency Operations Officer, Director or Asst. Director, the Passport Operations Associate performs a variety of administrative functions in support of overall Passport operations for the Passport Agency.

Clearance Required: Moderate Risk Public Trust, credit, social and education verification check.

Citizenship: U.S. Citizenship Required.

Required:

- Two (2) years of administrative experience
- Basic knowledge of MS Office (Word, Excel, Power Point, Outlook).
- Ability to type fifty (50) words per minute (wpm).
- Excellent listening and verbal communication skills in person and on the telephone.
- Demonstrated excellent written communication skills.
- Ability to analyze facts, evaluate information and draw sound conclusions.
- Ability to prioritize workload and possess excellent organizational skills.
- Attention to detail and organized work habits.

Preferred:

- Associates (2) year college degree
- Intermediate knowledge of MS Office.

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Essential Functions:

- Stocking supplies throughout the agency and public counters. Supplies include Passport applications and forms, Passport enclosures as requested by Counter Supervisor and/or Senior Counter Agent, Pens, credit card tapes and ribbons, and receipt tapes
- Checking copy machines and shredders for proper functioning
- Ensure printers/copy machines have supply of paper
- Empty shredders
- Maintain Storage rooms including, tracking of inventory, stocking supplies, reporting supply shortages to OO/ARD, ordering supplies as requested by OO/ARD/RD
- Upon prior authorization from OO/ARD only, work with GSA when Operations Officer is not available including: Lighting and maintenance, coordinating proper cleaning and sufficient restroom supplies with GSA cleaning crew
- Work with local AirNet, USPS, and FedEx delivery and pickup personnel when OO is not available including: non-controlled supplies (office supplies, envelopes)*

NOTE: *This position cannot sign for classified deliveries or deliveries of those supplies designated under internal controls procedures as controlled items (such as Ribbons/Foils, Blank Book or other supplies classified as controlled items requiring an authorized supervisor's control

- Escort AirNet courier and/or cleaning crew while within agency
- Monitor USPS/FedEx deliveries and pickup as needed to ensure consistency of service and pick-up/drop-off times
- Report delivery/pickup anomalies to OO/ARD
- Photocopying, faxing as requested by OO/ARD/RD
- Other duties as assigned, such as supporting Passport Support Associate functions, including Mail Open, Book Print, Quality Control, Mail Out and PRISM
- Create and/or maintain an efficient supply tracking system
- Take initiative to manage priorities and request clarification for any directions as required.
- Maintain constant awareness of all aspects of internal security including adherence to the restricted area policies, logging off computer terminals when not in use and securing work at the end of the day.
- Adheres to Federal Privacy Act Laws.

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Team Lead – Passport Book Print (Agency)

Classification: Non-Exempt

Clearance Required: Secret clearance, credit, social and education verification check.

Education: A high school degree or equivalent.

Citizenship: U.S. Citizenship Required.

Required:

- Two (2) years experience working in an office environment
- Capable of doing repetitive tasks such as lifting, standing, sitting, reaching, twisting, sealing envelopes, filing and reading.
- Excellent written and verbal communication skills
- Excellent attention to detail
- Good data entry skills.
- Basic Microsoft Office skills

Preferred:

- Four (4) year degree from an accredited university
- Minimum of two (2) years of experience in a Passport Agency, performing passport processing functions
- Minimum of two (2) years of experience in an environment involving personal computer hardware and software, including local area networks (LANs) and wide area networks (WANs).

Position Summary:

Under the direct supervision of the Contract Management Team, the Book Print Team Lead will monitor the Book Print area and could be assigned to assist the Passport Processing Manager, as requested, with any of the following tasks:

- ☐ Pull Book Usage Report and clear statuses of each BP and QC assigned employee according to internal controls procedures and report any discrepancies to supervisor immediately.
- ☐ Pull requested applications and photos for re-issues, re-writes, upgrades and data corrections.
- ☐ Respond to BP and QC employee questions regarding Book Print quality or application questions, inform supervisor of any unresolved issues.
- ☐ Search for and distribute missing applications or misplaced applications.
- ☐ Re-batch endorsement batches, book reprint batches, image and data corrections and all other will call batches of any type.
- ☐ Distribute work to Book Print staff according to Agency priorities.
- ☐ Deliver work from Book Print to QC and Will Calls.

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- ☐ Assist with processing all immediate data corrections.
- Collect and resolve rejects before employee breaks, before lunch breaks and prior to mail pickup.
- ☐ Count, control and assign/receive books.
- ☐ Organize, copy and deliver re-batch work to suspense desk and appropriate supervisors.
- ☐ Sort and deliver USPS, Fed-Ex and UPS mail.
- ☐ Prepare, order and deliver Reject listing and rejects to fraud or ARD for destruction.
- ☐ Inform supervisor of any backlogs, shortages, concerns or employee problems.
- ☐ Change, distribute and resolve ribbons and foils, responsible for proper tracking and usage in conjunction with technician.
- ☐ Control and assign usage of barcodes.
- ☐ Inform supervisor any time full coverage is not available for Book Print during lunches or breaks.
- ☐ Open and close Book Print, including doors, cabinets and distribution and collection of station keys.
- Ensure internal controls are followed in Book Print area and notify Supervisor immediately of any irregularities or employees not following the internal control or procedural guidelines.
- Re-image all image correction batches.
- Issue and resolve Visa pages on a daily basis.
- Enter all DS-5504s into mail open system.
- Ensure proper stock of batch tracking sheets, reject sheets, and reject reason slips are available to staff in all areas.
- Assist in updating training manuals and training new employees.
- Track rejected book issues and provide feedback regarding rejects to employees and Supervisor to identify trends and/or problems.
- Assign and resolve test print cards on a daily basis.
- Maintain adequate agency supply of test print cards.
- Pull end of day TDIS book reports.
- Other duties as assigned

VISA Specialist – (Special Issuance Agency)

Classification: Non-exempt

Clearance Required: Secret or Top Secret, (depending on specific position), Credit, social and education verification

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Education/Experience: High School degree

Citizenship: U.S. Citizenship Required

Required:

- Minimum of three (3) years of progressive experience in an office environment.
- Two (2) years of experience using a PC obtaining information from a CRT.
- Minimum of two (2) years of data entry experience.
- Proven ability to communicate effectively over the telephone.
- Experience with MS Office applications.
- Demonstrated excellent written and verbal communication skills.
- Ability to comprehend and apply visa-processing requirements for all foreign countries.
- Ability to prioritize workload and possess excellent organizational skills.
- Ability to analyze data and draw sound conclusions.
- Valid Driver's license.

Preferred:

- Experience in visa or passport processing and MS Access.
- Some college preferred

Position Summary:

At the direction of the manager in the Visa Processing Section, serve as liaison between Passport Specialists, Embassies, and Inquiring Clients at other DOS locations in obtaining and tracking visas for official travel.

Essential Functions:

- Respond to urgent service needs, including those of passport specialists, embassies, foreign consular officials and other clients to ensure timely processing of visa requests.
- Communicate with foreign consular officials to request expedited processing of visas when necessary.
- Maintain an accurate log of passports being processed and delivered to assigned embassies.
- Advise Supervisor of constant changes in requirements for processing visas (i.e., photo requirements, new applications, etc.)
- Maintain composure and objectivity in highly stressful situations and in dealing with multiple inquiries.

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- Able to effectively communicate with a wide variety of people with varying agendas.
- Maintain flexibility to learn and adapt to constant changes in laws and regulations in visa requirements.
- Possess knowledge of driving laws in the D.C. area.
- Provide monthly statistics and applicable receipts related to the management of the assigned vehicle (mileage, oil level, fuel, etc.).
- Willingness to work closely with Visa Specialists from other USG Agencies when required.
- Perform data entry functions and generate official letters to embassies for processing.
- Prioritize and process information quickly.
- Perform other duties and projects as assigned related to the Visa Processing section.

CUSTOMER SERVICE ASSISTANT (Center)

Classification: Non-Exempt

Clearance Required: Public Trust, credit, social and education verification check.

Citizenship: U.S. Citizenship Required

Education/Experience: High School Degree required, College Degree Preferred

Required:

- Basic Microsoft Office (Word, Excel, Outlook).
- Proven ability to communicate effectively over the telephone.
- Minimum of two (2) years of computer experience with obtaining information from a CRT.
- Experience with E-Mail and FAX communications.
- Demonstrated excellent written and verbal communication skills.
- Ability to comprehend Passport laws and regulations.
- Ability to prioritize workload and possess excellent organizational skills.
- Ability to analyze data and make sound recommendations

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Preferred:

- At least one year experience as a Passport Support Associate, Level 1 or 2
- Minimum of three (3) years of general office experience involving document examination.
- Demonstrated capability to analyze facts, evaluates information, and draw conclusions.

Position Summary:

Under the direction of the Contract Supervisor and the Passport Center Customer Service Manager (CSM), provide general administrative support for customer service office activities and act on requests from CSM, acceptance facility agents, NPIC, HQ and others.

Essential Functions:

- Maintain acceptance facilities database and binders.
- Photocopy Acceptance Agent and Congressional newsletters and coordinate folding/stuffing/sealing/mailout.
- Distribute newsletters and any other correspondence to staff.
- Photocopy materials as needed and coordinate preparation of training packets for acceptance agent seminars.
- Prepare and mail Certificates of Attendance for those acceptance agents who attend DOS training classes.
- Perform Mail Open/Data Entry functions as needed for "attention: CSM" applications.
- Contact those acceptance facilities that bypass the lockbox provider without authorization.
- Locate applications requested by other agencies.
- Photocopy application and attachments, fax as requested, set up application to be abandoned and forward hard copies to requesting agency.
- Collect and record survey responses.
- Ability to learn and recall information about passport application procedures and the laws and regulations pertaining to passport requirements.
- Identify and take initiative to report trends or patterns in the volume or nature of inquiries handled.
- When not directly assisting CSM, serve as a member of NPIC search team.
- Relieve agency receptionist at lunch/breaks to answer administrative telephones.
- Maintains composure and objectivity in highly stressful situations and in dealing with multiple inquiries.
- Able to effectively communicate with a wide variety of people and agendas.
- Accurately read information from a CRT screen.
- Excellent telephone listening and verbal communication skills.

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- Maintains flexibility to learn.
- Assist with special projects as they arise.

Expectations:

D. Job Performance

- **Quality** – must meet department minimum requirements for quality and job knowledge in one month of hire and thereafter consistently exceed those standards.
- **Flexibility** – willingly adapt to changes in procedures and assignments. Readily adjust to new situations and responsibilities. Maintain composure and productivity under stressful situations.

D. Professionalism

- **Interpersonal/Organizational Communication** – interact harmoniously, productively and in a courteous manner with DOS, Passport customers and co-workers. Willingly and positively accept feedback about performance, and respond with constructive improvements. Actively build relationships with others, which are free of conflict and lead to an easy exchange of information and help. Execute directions and plans from management, and demonstrates an ability to understand and help accomplish the overall goals of the Agency. Take care not to disturb others, (e.g. loud noises or excessive socializing).
- **Time Utilization** – use time effectively, set priorities, organize work and maintain an efficient workflow.

D. Dependability/Reliability

- **Attendance** – maintain an acceptable attendance record by not abusing leave time based on company policy and consistently pre-schedule planned leave with supervisor well in advance of time off.
- **Punctuality** – report to work at the appointed start time and continues to complete assigned tasks until the appropriate end time. Be prompt in returning from breaks, lunches and appointments.

D. Mental Demands:

- Ability to perform professionally in a highly stressful environment.
- Ability to perform multiple tasks.
- Willingness to learn other department tasks and assists in other areas of passport services as needed.
- Maintains flexibility to learn.

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E. Physical Demands:

- Read rapidly from both paper and a computer terminal.
- Manual dexterity in the use of word processing equipment.
- Capable of performing daily repetitive tasks.
- Ability to move 30 lbs.

FILE ASST. TEAM LEAD -- (HQ)

Classification: Non-Exempt

Clearance Required: Secret and credit, social and education verification check

Education: A high school degree or equivalent.

Citizenship: U.S. Citizenship Required.

Required:

- Minimum of two (2) year's experience in an office environment.
- Basic to intermediate knowledge of MS Word, Excel & Outlook
- Attention to detail.
- Ability to relate to other staff in a friendly, courteous, and business-like manner in a highly stressful environment.
- Able to compose correspondence that is clear and grammatically correct.
- Read rapidly from both paper and a computer terminal.
- Excellent listening and verbal communication skills in person and on the telephone.
- Capable of doing daily clerical repetitive tasks.
- Ability to adapt to changes in procedures and assignments.
- Demonstrated ability to prioritize and organize simultaneous work flow duties.
- Proven ability to type 50 wpm with minimal mistakes.
- Ability to transport 30 lbs.

Preferred:

- At least one year as a File Assistant

Position Summary:

Under the supervision and at the direction of Stanley management, Team Lead provides daily training, and technical guidance to file assistants supporting PPT headquarters offices.

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Essential Functions:

- Assist the Supervisor in monitoring the workflow of the unit. The team leader will notify the supervisor of any backlog areas that may arise.
- Assist Supervisor with researching cases using various databases.
- Assist the Supervisor in resolving file discrepancies.
- Prepare outgoing letters for Supervisor signature
- Proofread correspondence for grammar, spelling and content
- Assist in the training of any new employees
- Provide production reports to Supervisor as required.
- Assist supervisor with other projects as required

FA team lead will be responsible for all File Assistant duties:

- Sort, file, and retrieve various documents and records maintained by Passport Services that are received from all passport agencies and centers, all overseas posts, and all Consular Affairs offices in preparation for passport file retirement.
- Review previously scanned records for image quality assurance and data accuracy
- Assess each image and makes necessary adjustments and corrections.
- Provide production reports to Supervisor as required
- Search various databases and enter information as required.
- Process returned/found passport books and associated forms or documentation.
- Provide production reports to Supervisor as required.
- Open and process incoming mail and prepare mailings.
- Prepare pre-packaged informational responses to applicant or others as required.
- Answer general information telephone calls and contact applicants by phone as necessary.
- Greet visitors.
- Handle general office filing needs.
- Address applicant questions according to the established procedures.
- Acquire and maintain knowledge of the laws, rules and regulations pertaining to invalidation of a U.S. passport.
- Handle complaint letters and telephone calls in a courteous manner.
- Performing data entry functions with accuracy.
- Assist in training employees in the essential job functions.
- Assist with constantly improving the training process/procedure.
- Adherence to all internal controls to include backing out of personal information screens, logging off computer terminals when not in use and adherence to the Privacy Act.

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